

## ATTACHMENT D: PAST PERFORMANCE QUESTIONNAIRE

### MOVING SERVICES

Vendor Being Evaluated \_\_\_\_\_

The United States Patent and Trademark Office (USPTO) is relocating about 8,000 people into about 2.2 million square feet of space. We are in the process of contracting with a vendor to provide moving services. As part of the solicitation, the potential vendor has been asked to distribute this questionnaire to a point-of-contact from their previous projects. You have been selected by the vendor as the owner's representative to provide an evaluation of their past performance.

Please answer all the questions. If a question does not apply, mark it "N/A" (Not Applicable). Verify that the name of the vendor is included at the top of each page. Return the completed questionnaire to Mr. Chris Mikula, USPTO, no later than Monday, March 31, 2003.

**Mr. Frank L. Rumph**  
**U.S. Patent and Trademark Office**  
**Office of Procurement**  
**2011 Crystal Drive, CPK-1, Suite 810**  
**Arlington, VA 22202**

If you have any questions or concerns about this evaluation, feel free to contact Mr. Frank L. Rumph at 703-306-4505. Your response is greatly appreciated.

|                                   |       |            |
|-----------------------------------|-------|------------|
| Evaluator's Firm Name and Address |       | _____      |
|                                   |       | _____      |
|                                   |       | _____      |
| Project                           |       | _____      |
| Evaluator                         | _____ |            |
| Signature                         | _____ | Date _____ |
| Telephone                         | _____ | Fax _____  |
| E-Mail                            | _____ |            |

#### Contract Details

|                                                     |             |          |       |
|-----------------------------------------------------|-------------|----------|-------|
| Period of Time Covered                              | _____       | to       | _____ |
| % of Contract Complete                              | _____       |          |       |
| Contract Type (circle one)                          | Fixed Price | Lump Sum | Other |
| Approximate Contract Value                          | _____       |          |       |
| Approximate Number of Persons Relocated             | _____       |          |       |
| Approximate Square Feet of Office and Support Space | _____       |          |       |

## MOVE VENDOR QUESTIONNAIRE

### Quality

- Did the vendor have an organized approach to completing the move?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- Did the vendor provide adequate, knowledgeable, and skilled staff?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- Did the vendor adhere to minimum security requirements (i.e., prior identification of staff)?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- Did the vendor utilize vehicles and equipment that were in good working condition?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- Was there damaged or lost items during the move?  
☐ Yes, a lot of items   ☐ Yes, some items   ☐ No
- Were concerns addressed promptly by the staff and resolved?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Customer Service

- Did the vendor understand your mission and priorities?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- Was the vendor's staff adaptable to variations in move plan?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- Did the vendor offer suggestions on improving the move schedule and plan?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- Did the firm submit reasonably priced change proposals?  
☐ Yes   ☐ Usually   ☐ Sometimes   ☐ Rarely without owner's persistence   ☐ No
- How satisfied were you with the work of the vendor?  
☐ Very Satisfied   ☐ Somewhat Satisfied   ☐ Not Satisfied

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### Timeless of Performance

- Did the vendor start the move at the time scheduled?  
☐ Yes    ☐ Usually    ☐ Sometimes    ☐ Rarely without owner's persistence    ☐ No
- Did the vendor work to complete a particular move during the planned shift, even if the move took longer than anticipated?  
☐ Yes    ☐ Usually    ☐ Sometimes    ☐ Rarely without owner's persistence    ☐ No
- Did the vendor's management provide information in a timely manner?  
☐ Yes    ☐ Usually    ☐ Sometimes    ☐ Rarely without owner's persistence    ☐ No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### Business Relations

- Was vendor's management accessible when you needed to contact them, even during weeknights or weekends?  
☐ Yes    ☐ Usually    ☐ Sometimes    ☐ Rarely without owner's persistence    ☐ No
- Where the vendor's invoices complete, accurate and timely in submission?  
☐ Yes    ☐ Usually    ☐ Sometimes    ☐ Rarely without owner's persistence    ☐ No
- Did the vendor communicate well with you and your firm's technical advisors?  
☐ Yes    ☐ Usually    ☐ Sometimes    ☐ Rarely without owner's persistence    ☐ No
- Would you hire this vendor again?  
☐ Yes                                      ☐ Possibly                                      ☐ No

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

THANK YOU FOR YOUR ASSISTANCE IN COMPLETING THIS QUESTIONNAIRE

